

## CHVP 300

### HFA: GUIDANCE FOR STAFF QUALIFICATIONS AND TRAINING

#### 300-10 HFA STAFF REQUIREMENTS AND RESPONSIBILITIES

##### **POLICY**

The California Home Visiting Program (CHVP) requires four primary staff positions consistent with the Prevent Child Abuse America (PCAA) National Office /Healthy Families America (HFA) model recommendation: Program Manager, Supervisor, Family Assessment Worker (FAW), and Family Support Workers (FSW). In addition to the HFA model requirements, CHVP reserves the right to ask for additional information, justification or a staff development plan to fulfill staffing and training requirements as outlined below.

##### **AUTHORITY**

The HFA Self-Assessment Tool Best Practice Standards, Critical Elements 8-12

##### **PROCEDURE**

##### **A. The HFA Program Manager or HFA Program Manager/Maternal, Child and Adolescent Health (MCAH) Director**

1. Local Health Jurisdiction (LHJ) sites must recruit and hire Program Managers with the following minimum qualifications:
  - a. Master's degree, preferably in a health science, human services, or behavior science, such as psychology, sociology, or a related field;
  - OR**
  - b. Bachelor's degree, preferably in a health science or behavior science, such as psychology, sociology, or a related field, AND a minimum of five years' administrative experience in quality assurance/improvement and program development.
2. Program Managers have the following responsibilities:
  - a. The MCAH Director may also act as HFA Program Manager as long as MCAH Director does not exceed 1.0 FTE. The HFA Program Manager must dedicate no less than 0.5 FTE. The percentage of effort for combined position must be specified in the Staffing Report (Attachment B).
  - b. Report directly to the MCAH Director (if not the same);
  - c. Oversee program operations, funding, quality assurance, evaluation, and supervision of staff.
  - d. Develop and implement policies and procedures related to the LHJ site.
  - e. Ensure accreditation and program standards are met as described in CHVP Policies and Procedures and HFA Self-Assessment tool; and
  - f. Establish and maintain agreement and effective partnerships with home-visiting-related partner agencies and medical providers.
  - g. Ensure that PCAA NO and CHVP required trainings are completed by the HFA Supervisor and HFA Program Manager within six months of hire.

##### **B. The HFA Supervisor**

1. The LHJ sites must recruit and hire supervisors with the following minimum qualifications:

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- a. Master's degree, preferably in a health science, human services, or behavior science, such as psychology, sociology, or a related field;  
**OR**
  - b. Bachelor's degree, preferably in a health science or behavior science, such as in psychology, sociology, or a related field, **AND** a minimum of three years' experience working in a public health or community related setting in the clinical field with experience in supervising health professionals and managing programs.
2. The HFA Supervisors have the following responsibilities:
- a. Full-time supervisors are to have six or fewer direct services staff.
  - b. Spend a minimum of 1.5 to two hours per employee each week on formal supervision using a reflective model of supervision. Allow additional time to shadow the FSW and FAW to monitor and assess their performance and provide constructive feedback and development.
  - c. Supervisors will serve as the liaison with the CHVP HFA Statewide Consultant
  - d. Supervisors are required to attend meetings with the CHVP HFA Statewide Consultant at designated times.
  - e. Use a reflective supervision model in face-to-face supervision with FAW and FSW, and facilitate professional development essential to the home visitor role.
  - f. Supervisors shall receive regular and on-going supervision, at a minimum, one hour every 30 days. Reflective supervision is encouraged and may be accomplished through time spent with another HFA supervisor if the clinical and reflective is not available at their office. Supervision time should be documented.
  - g. Ensure that staff complete all mandatory required trainings by PCAA NO (include core competency trainings and wrap-around trainings) and CHVP within six months of staff being hired.

#### C. Family Assessment Worker (FAW)

1. The LHJ sites must recruit and hire FAWs with the following minimum qualifications:
- a. Bachelor's degree in health science or behavioral science, such as psychology, sociology, or a related field.
  - b. Experience working with clients in communities.
  - c. Experience in assessment process and scoring, recording of information, conducting patient interviews, implementing treatment plans, employing problem-solving techniques, handling crisis intervention matters, and using proper case management and referral procedures.
  - d. Ability to establish rapport easily, outgoing, friendly, non-judgmental, confident and assertive.
  - e. Experience in cultural competency
2. The FAWs will have the following responsibilities:
- a. Conduct family and child assessments and screen families for enrollment in the program.
  - b. Document and enter assessment data in the CHVP data system.
  - c. Refer families to appropriate resources based on assessment.
  - d. Communicate pertinent assessment findings to FSW.
  - e. Participate in PCAA NO and CHVP required trainings.

**D. Family Support Worker (FSW)**

1. The LHJ sites must recruit and hire FSWs with the following minimum qualifications:
  - a. Bachelor's or Associate's degree, preferably in health science, behavior science, or general education courses in liberal arts, sciences, and the humanities, in areas such as addiction or child protection.
  - OR**
  - b. Graduation from high school with a minimum of five years' experience providing services to infants, children and families and ability to demonstrate extensive knowledge of community resources verifiable through reference check. (**Exemptions must be pre-approved by the CHVP QA Team**).
  - c. Experience working with clients in communities.
  - d. Experience observing patients/clients and recording information, conducting patient interviews, implementing treatment plans, employing problem-solving techniques, handling crisis intervention matters, and using proper case management and referral procedures.
  - e. Strong desire to help others, effective communication and interpersonal skills, sense of responsibility, and ability to manage time effectively.
  - f. Attributes such as patience and understanding are highly valued.
  - g. Experience in cultural competency.
2. The FSWs have the following responsibilities:
  - a. Conduct home visits with families to include the following elements:
  - b. Facilitate the parent-child relationship
  - c. Observe and listen to parental concerns
  - d. Respect family values and culture
  - e. Support parents in their role as advocates for themselves and their children
  - f. Assess, facilitate, and promote positive child growth and development
  - g. Provide information and appropriate referrals to community resources
  - h. Maintain appropriate documentation that outlines the services provided to the family and help facilitate quality management
  - i. Serve no more than 15 families at a time who are currently being seen weekly
  - j. Carry a caseload of no more than 25 families or a weighted caseload of no more than 30 points.
  - k. Caseload may need to be reduced to accommodate families with multiple needs or to accommodate communities in which there are long distances between home visits

**E. Other Staffing Requirements by CHVP**

1. The LHJ site must adhere to the Core Competency Requirements specified by HFP and CHVP Branch for hiring qualified staff. Applicants should demonstrate sufficient skills to meet the scope of work (SOW) objectives and activities.
2. The CHVP reserves the right to approve or disapprove changes in key personnel positions that occur after funding awards are made.

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3. In order to ensure adequate funding of all contract deliverables, CHVP reserves the right to require the LHJ to reduce or eliminate any staffing position(s) in excess of the minimum required staffing pattern as identified in the model or CHVP requirements.
4. The LHJ site will report to the CHVP QA Team the following **within seven working days of the change**, along with plans for addressing these changes.
  - a. Any changes in staffing or personnel;
  - b. An increase or reduction in percentage of effort (less than 100%) dedicated by staff; or
  - c. For a staff leave of absence of more than two weeks.
    - i. If a supervisor or a CHVP Home Visitor is anticipated to be out for two weeks, submit to CHVP via the transmittal process, a staffing plan to ensure that the reflective supervision components are addressed during the supervisor's absence.